

# CITY OF COLUMBUS



## **E- PAY STUB**

## **USER GUIDE**

VERSION 1.0.

## Table of Contents

ACCESSING THE E-PAY STUB SYSTEM.....	3
1.0. INITIAL LOGIN AND PROFILE SETUP (FIRST TIME USER) .....	3
1.1. Access the Login Page.....	3
1.2. Pop-Ups.....	3
1.3. Initial Login.....	4
1.4. Change Password.....	5
1.5. Profile Maintenance .....	6
1.6. Home Page / Menu Options .....	8
2.0. REGULAR LOGIN (RETURNING USER).....	9
2.1. Home Page (Login Page) .....	9
3.0. ACCESSING YOUR PAY STUB .....	10
3.1. View Pay Stub .....	10
3.2. Select a Pay Stub.....	10
3.3. Print a Pay Stub.....	11
3.3.1. Using Adobe Reader X version 10.1.2.....	12
3.3.2. Using other versions of Adobe Reader lower than version X.10.1.2.....	13
3.4. Save a Pay Stub .....	14
3.4.1. Using Adobe Reader X version 10.1.2.....	14
3.4.2. Using other versions of Adobe Reader lower than version X.10.1.2.....	15
4.0. USER PROFILE.....	17
4.1. Password Maintenance (Change Password).....	17
4.2. Profile Maintenance .....	18
4.3. Logout .....	19
5.0. SUPPORT FOR USER-RELATED ISSUES.....	21
5.1. General Support Information .....	21
5.2. Forgotten Username or Unable to Login .....	22
5.3. Password Reset.....	22
5.3.1. Reset Password by Email .....	22
5.3.2. Reset Password by Answering Security Questions.....	25
5.3.3. Contact Service Desk to Reset Password.....	27
APPENDIX .....	28
A. Agreement and Terms .....	29
B. Frequently Asked Questions (FAQ).....	30
C. Check the Version of Adobe Acrobat Reader on Your Computer.....	33

## ACCESSING THE E-PAY STUB SYSTEM

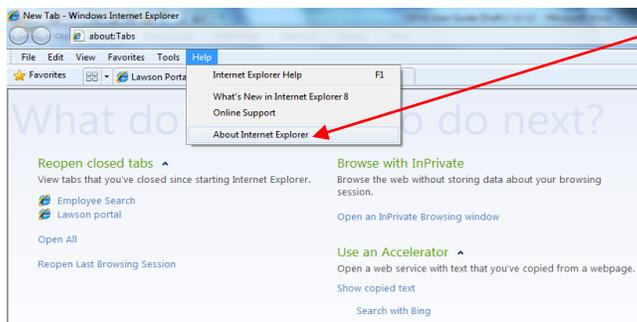
### 1.0. INITIAL LOGIN AND PROFILE SETUP (FIRST TIME USER)

#### 1.1. Access the Login Page

Open your browser and in the address bar, type in <https://ess.columbus.gov/lawson/portal/>



Note: The recommended browser is Internet Explorer version 7 or higher. To find out the version of your browser, Click on the “**Help**” link. Then click on “**About Internet Explorer**”

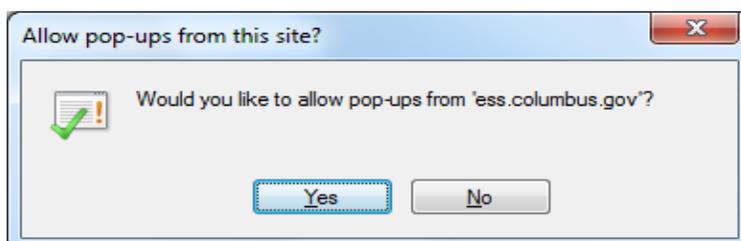


This shows the version of the Internet Explorer.

Note: The version will vary on different computers.

#### 1.2. Pop-Ups

For some versions of Internet Explorer, a user may get a pop-up with the message below when attempting to login to the E-Pay Stub system. When this occurs, click the “**Yes**” button to allow the pop-up. This will enable you to access the E-Pay Stub site.



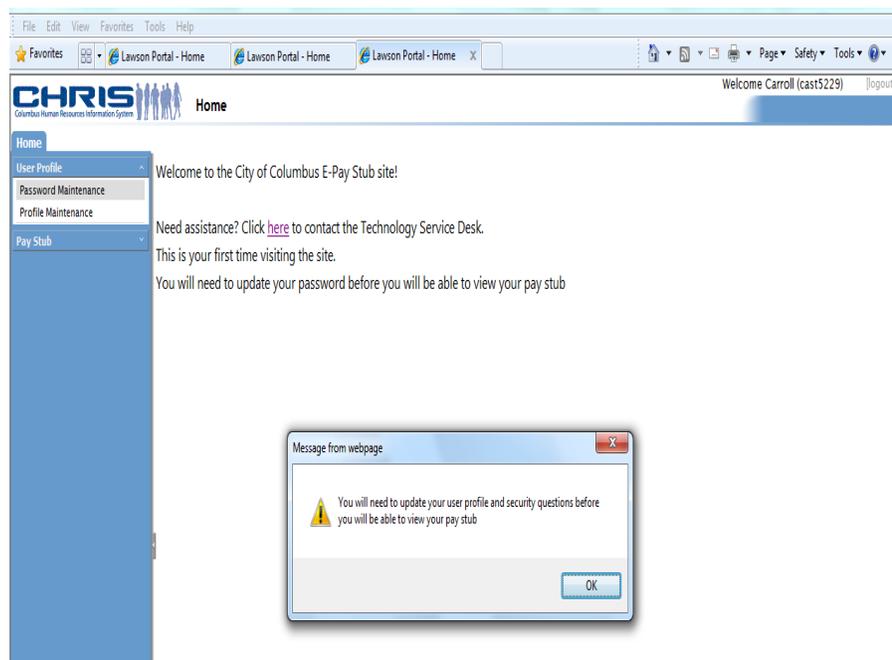
### 1.3. Initial Login

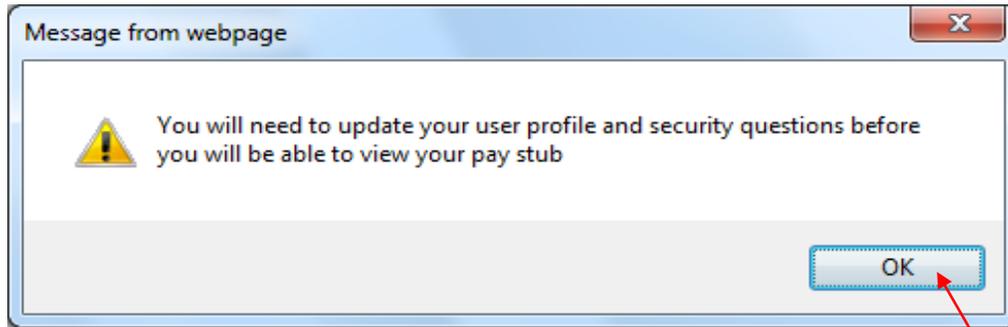
**1.3.1**

**1.3.1.** Type in your username and initial password and then click the **“Login”** button.

Note: your username and initial password was distributed with your paper pay stub.

**1.3.2.** When you enter the correct information and click the login button, the system will display a dialog box notification to change your password and setup your profile.

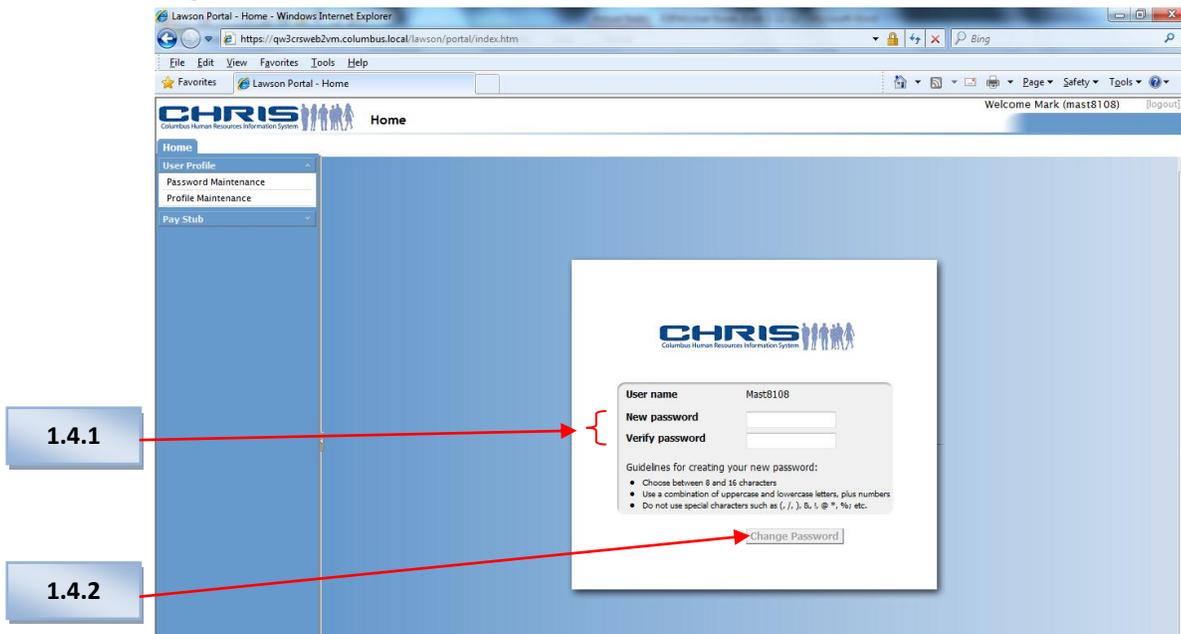




1.3.3. Click the “OK” button. This will enable you to change your password.

1.3.3

## 1.4. Change Password



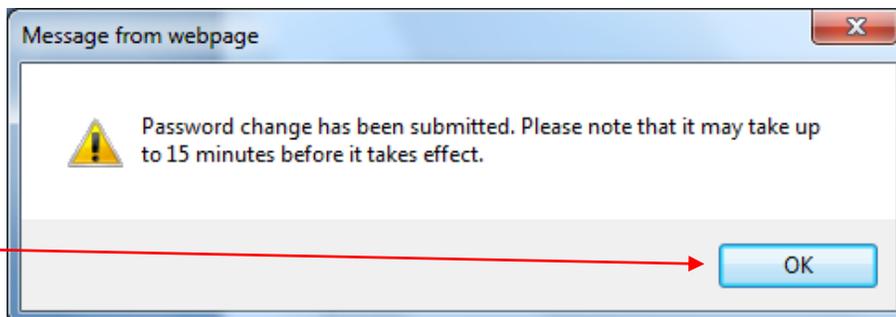
1.4.1

1.4.2

1.4.1. Type in a new password of your choice and verify the new password.

Note: the new password should be between 8 and 16 characters, and must include uppercase letters, lowercase letters and numbers.

1.4.2. Click the “Change Password” button. The system will display a dialog box confirming that your password change has been submitted.



1.4.3

1.4.3. Click the “OK” button. This will display the “Profile Maintenance” page.

## 1.5. Profile Maintenance

The screenshot shows the CHRIS (Columbus Human Resources Information System) profile maintenance interface. The form includes the following fields and sections:

- User name:** cast5229
- Security Question 1:** What was the color of your first car? (Dropdown menu)
- Answer:** test (Text input)
- Security Question 2:** Who is your favorite author? (Dropdown menu)
- Answer:** test (Text input)
- E-Mail Address (Optional):** testuser@email.com (Text input)
- Agreement and Terms:** A section with a checked checkbox "I accept the terms and conditions below:" and a scrollable text area containing the following text:

By using this Web site, you agree to the following Terms as well as the Privacy Policy (link to Columbus.gov privacy policy page) . The Terms and Privacy Policy may change at any time, and such changes will be posted. It is your responsibility to review these Terms. By continuing to use this Web site, you consent to any changes to the
- Change Profile:** A button at the bottom of the form.

Four callout boxes on the left side of the form are labeled 1.5.1 through 1.5.4, with red arrows pointing to specific elements:

- 1.5.1:** Points to the Security Question 1 and its corresponding answer field.
- 1.5.2:** Points to the E-Mail Address field.
- 1.5.3:** Points to the "I accept the terms and conditions below:" checkbox.
- 1.5.4:** Points to the "Change Profile" button.

### 1.5.1. Select Security Questions and Answers

Select any two questions from the drop down list and provide answers to the questions that you selected.

Note: This will help to authenticate you if you need to reset your password.

### 1.5.2. Provide Email Address

You may provide an email address if you prefer. This is useful if you would prefer to reset your password at a later time and receive a new temporary password through your email. It will also be used to send you a confirmation message when your password is reset by the system.

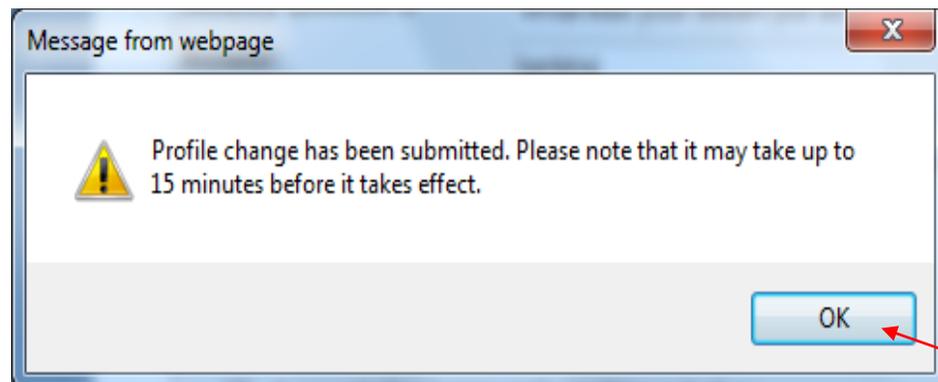
### 1.5.3. Accept Terms and Conditions \*

Click inside the check button to accept the terms and conditions for use of the website, and click the “**Change Profile**” button.

Note: You will not be able to use the system without completing this step.

### 1.5.4. Click the “**Change Profile**” button. The system will display a dialog box confirming that your profile change has been submitted.

Note: You will be able to access the E-Pay Stub system without having to wait for 15 minutes.



### 1.5.5. Click the “**OK**” button. This will display the Home Page.

\* The complete text of the Terms and Conditions is listed in Appendix B.

## 1.6. Home Page / Menu Options

The CEPAS Home Page is the main page from where you can make selections for the activities that you wish to perform. The available menu options and their functionalities are described below:

The screenshot shows the CHRIS Home page with the following elements and callouts:

- 1.6.1** points to the CHRIS logo.
- 1.6.2** points to the 'Home' menu item.
- 1.6.3** points to the 'Password Maintenance' menu item.
- 1.6.4** points to the 'Profile Maintenance' menu item.
- 1.6.5** points to the 'Pay Stub' menu item.
- 1.6.6** points to the 'View Pay Stub' menu item.
- 1.6.7** points to the 'Need assistance? Click here to contact the Technology Service Desk.' link.
- 1.6.8** points to the '[logout]' link in the top right corner.

### 1.6.1. CHRIS logo

Click on the logo at any point to return to the Home page.

### 1.6.2. User Profile

The User Profile tab enables you to change your profile information at any time.

### 1.6.3. Password Maintenance

Click on this link to change your password

### 1.6.4. Profile Maintenance

Click on this link to change your security questions and answers. You may also enter an email address or change an existing email.

### 1.6.5. Pay Stub

The Pay Stub tab enables you to view your current or historical pay stub information that is available on the system.

### 1.6.6. View Pay Stub

Click on this link to view a list of all your available pay stubs

### 1.6.7. Need Assistance

Click on the link "[here](#)" to contact the Technology Service Desk.

### 1.6.8. Logout

Click on this link to logout of the E-Pay Stub system. It is recommended that you logout whenever you have completed your activity on the system.

## 2.0. REGULAR LOGIN (RETURNING USER)

### 2.1. Home Page (Login Page)

This is the page that is visible to a user that has previously completed the setup profile step.

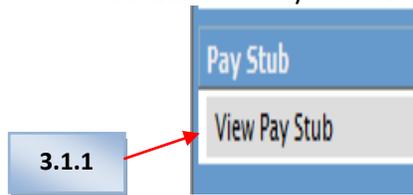
Login with your username and personal password that you chose when you setup your profile previously (not the password that you got with your paper pay stub).

Upon successful login, the system will display the E-Pay Stub Home page.

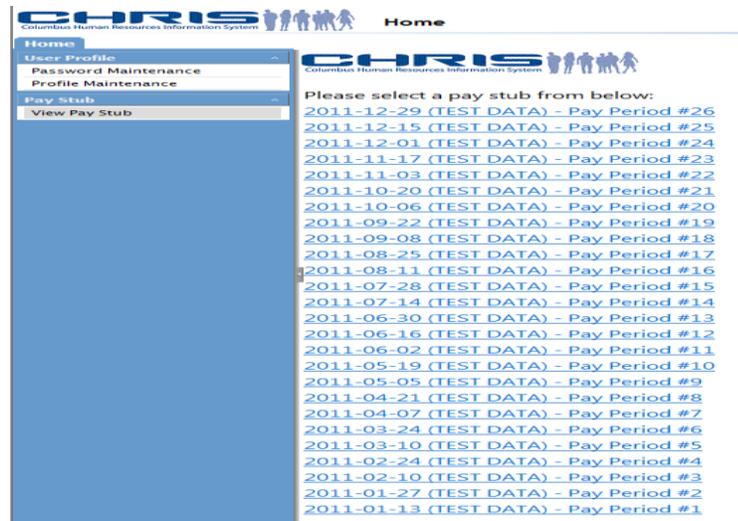
### 3.0. ACCESSING YOUR PAY STUB

#### 3.1. View Pay Stub

This link enables you to view your current pay stub or any past pay stubs.



**3.1.1.** Click on the link “View Pay Stub”. This will display a list of available pay stubs on the system.



#### 3.2. Select a Pay Stub



**3.2.1.** Click on any pay stub in the list to select the pay stub. It will automatically open in Adobe Acrobat Reader.

Note: If you do not have Adobe Acrobat Reader installed on your computer, the system will provide you with a link to a free download of Acrobat Reader from the Adobe website.

City of Columbus, Ohio								
Electronic Pay Stub for: 01/13/2011 (TEST DATA)								
Department:	DEPT STUB	Period Begin:	12/26/2010	Employee Name:	TEST STUB 004			
Division:	DIV TEST	Period End:	01/08/2011	Pay Location:	040			
Job Title:	STUB TESTER	Issue Date:	01/13/2011	Work Location:	C01			
Pay Period:	1	Marital Status:	SINGLE	Fed Exemptions:	3	Employee ID:	4	
Pay Rate:	12.00	Fed Excess:	0.00	State Exemptions:	0	State Excess:	0.00	
HOURLY REPORTED	CURRENT	YTD EARNINGS	CURRENT	YTD	DEDUCTIONS	CURRENT	YTD	
STANDARD HOURS	64.00	1440.00 REGULAR	1508.80	22368.00	FEDERAL TAX	143.49	2453.02	
VACATION LEAVE	16.00	248.00 SLR-SICK LV RECIP	0.00	1318.32	STATE TAX	42.39	674.87	
HOLIDAY UNWORKED	0.00	56.00 GROSS PAY	1508.80	23686.32	FIRE PENSION	30.18	372.70	
SLR HOURS	0.00	72.00 NET PAY	1141.57	18000.96	MEDICARE TAX	21.88	343.48	
PERSONAL BUSINESS	0.00	8.00			COLUMBUS 2.5%	37.72	592.16	
BIRTHDAY HOLIDAY	0.00	8.00			COLONIAL LIFE	13.57	203.55	
					AFLAC POST-TAX	7.94	119.10	
					MCP INS FAMILY	70.06	926.48	
LEAVE BALANCES	HOURS	EMPLOYER PAYMENTS	CURRENT	YTD				
HOLIDAY HOURS	57.750	CITY FIRE PENSION	1172.78	16128.83				
SICK LEAVE-CURRENT	1294.724	FIR PENSION PICKUP	317.63	4414.10				
VACATION LEAVE	369.583							
COMPENSATORY TIME	18.400							
NET PAY							1141.57	

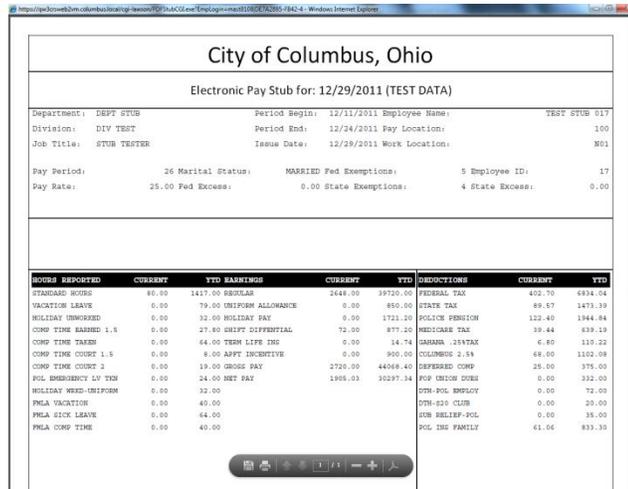
### 3.3. Print a Pay Stub

There are two ways to print your pay stub, dependent on the version of Adobe Reader that is installed on your computer.

For instructions on how to check the version of Adobe Reader installed on your computer, go to Appendix C.

**3.3.1. Using Adobe Reader X version 10.1.2**

3.3.1.1. Select the pay stub as described in 3.2.1. above.

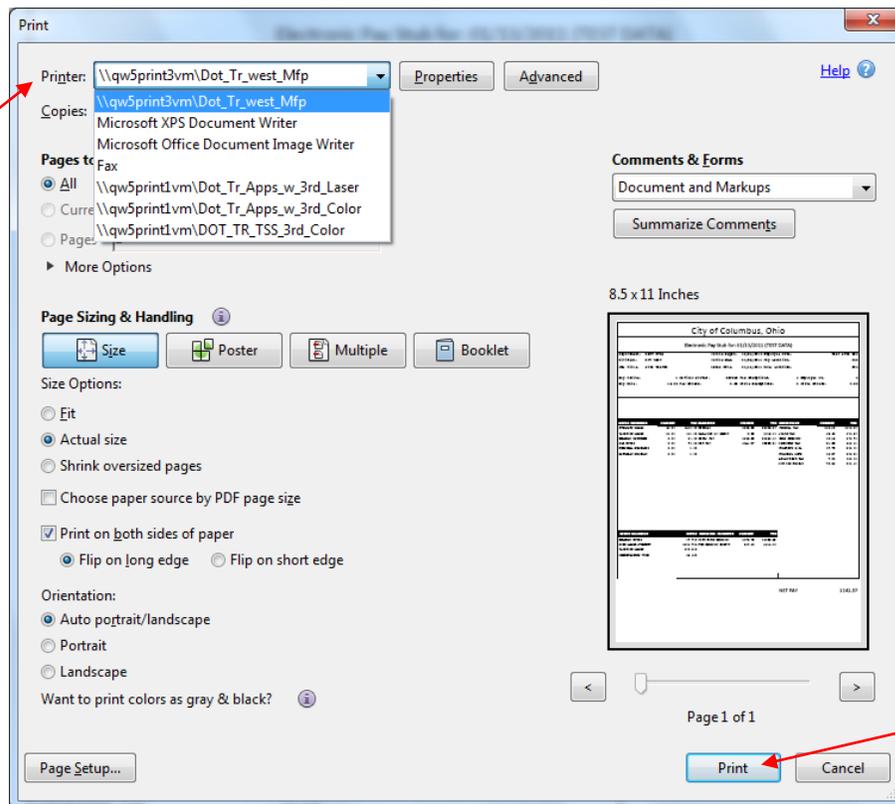


3.3.1.2. Move your mouse around the bottom of the page until the Adobe function icons appear.



3.3.1.3. Click on the **Printer** icon. This will display the list of available printers on your computer.

3.3.1.4



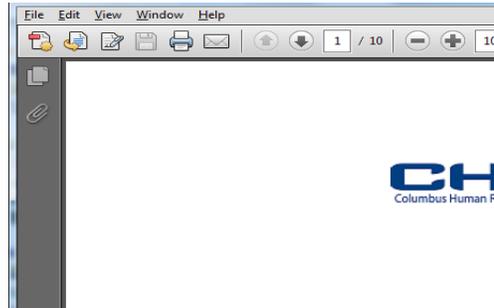
3.3.1.5

3.3.1.4. Choose the printer where you want to print.

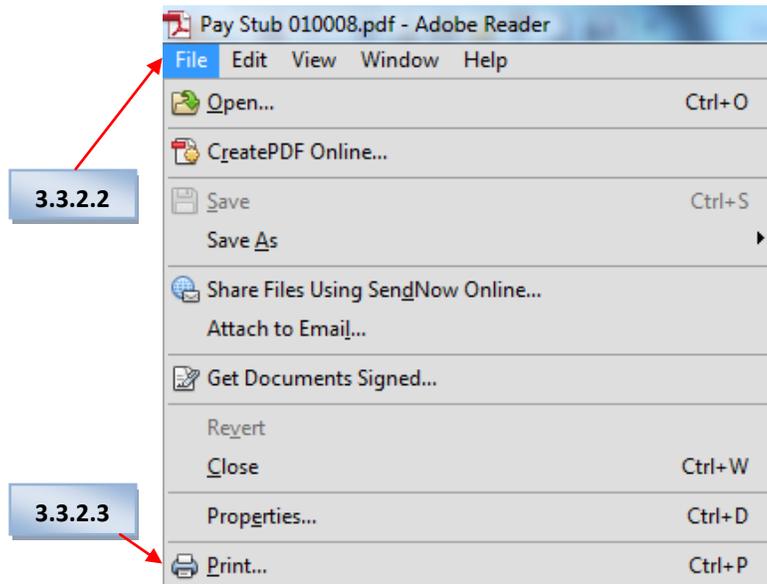
3.3.1.5. Click the **“Print”** button.

### 3.3.2. Using other versions of Adobe Reader lower than version X.10.1.2.

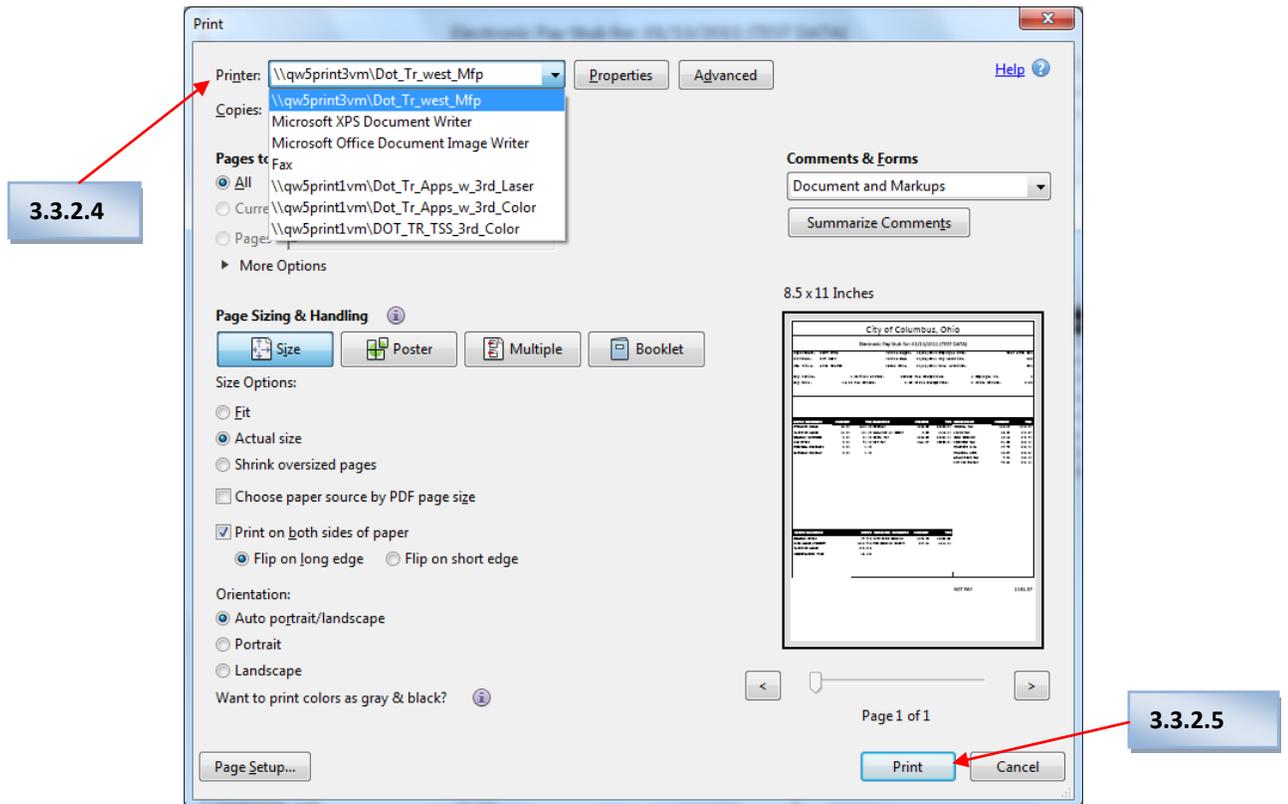
3.3.2.1. Select the pay stub as described in 3.2.1 above.



3.3.2.2. With the pay stub open, click on the File menu at the top of the page.



3.3.2.3. Click the **“PRINT”** option to display the list of available printers on your computer.



3.3.2.4. Choose the printer where you want to print.

3.3.2.5. Click the “Print” button.

### 3.4. Save a Pay Stub

There are two ways to save your pay stub, dependent on the version of Adobe Reader that is installed on your computer.

For instructions on how to check the version of Adobe Reader installed on your computer, go to Appendix C.

#### 3.4.1. Using Adobe Reader X version 10.1.2

3.4.1.1. Select the pay stub as described in 3.2.1. above.

The screenshot shows the City of Columbus, Ohio Electronic Pay Stub for 12/29/2011 (TEST DATA). The document includes the following information:

City of Columbus, Ohio  
Electronic Pay Stub for: 12/29/2011 (TEST DATA)

Department: DEPT STUB      Period Begin: 12/11/2011      Employee Name: TEST STUB 017  
Division: DIV TEST      Period End: 12/24/2011      Pay Location: 100  
Job Title: STUB TESTER      Issue Date: 12/29/2011      Work Location: 804

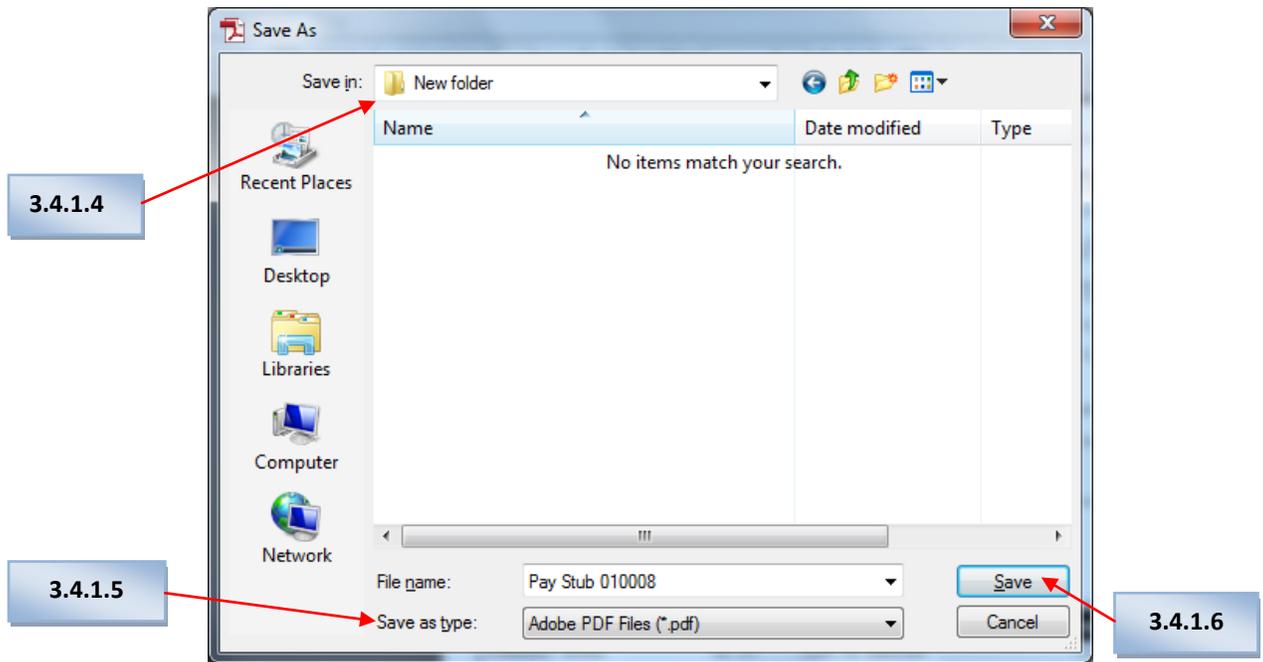
Pay Period: 26      Marital Status: MARRIED      Fed Exemptions: 5      Employee ID: 17  
Pay Rate: 25.00      Fed Excess: 0.00      State Exemptions: 4      State Excess: 0.00

CODES REPORTED	CURRENT	YTD EARNINGS	CURRENT	YTD	DEDUCTIONS	CURRENT	YTD	
STANDARD RATE	25.00	1417.00	FEDERAL TAX	175.00	402.50	4534.04		
VACATION LEAVE	0.00	79.00	UNIFORM ALLOWANCE	0.00	850.00	89.57	1473.39	
HOLIDAY UNWORKED	0.00	32.00	HOLIDAY PAY	0.00	1721.20	POLICE PENSION	122.40	1944.84
COMP TIME BARNED 1,5	0.00	27.00	DIRTY DIFFERENTIAL	72.00	877.20	MEDICARE TAX	19.44	439.19
COMP TIME TAKEN	0.00	44.00	TEAM LIFE INS	0.00	14.74	SARANA 2597AX	6.80	110.32
COMP TIME COURT 1,5	0.00	8.00	APPT INCENTIVE	0.00	900.00	COLUMBUS 2.5A	68.00	1102.08
COMP TIME COURT 2	0.00	19.00	GROSS PAY	2720.00	44688.40	DEFERRED COMP	25.00	375.00
PLA EMERGENCY 10 YER	0.00	24.00	NET PAY	1905.03	30297.34	POP UNION DUES	0.00	322.00
HOLIDAY NEG-UNIFORM	0.00	32.00				OPM-POL EMPLOY	0.00	72.00
PLA VACATION	0.00	40.00				OPM-510 CLUB	0.00	20.00
PLA EXC LEAVE	0.00	44.00				OPM RELIEF-POL	0.00	15.00
PLA COMP TIME	0.00	40.00				POL INS FAMILY	61.06	933.39

- 3.4.1.2. Move your mouse around the bottom of the page until the Adobe function icons appear.



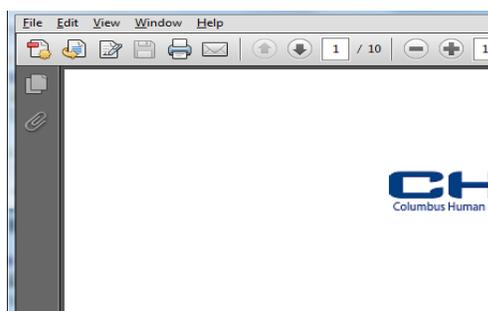
- 3.4.1.3. Click on the **Disk** icon. This will open a dialog box to enable you specify the location on your computer to save the pay stub.



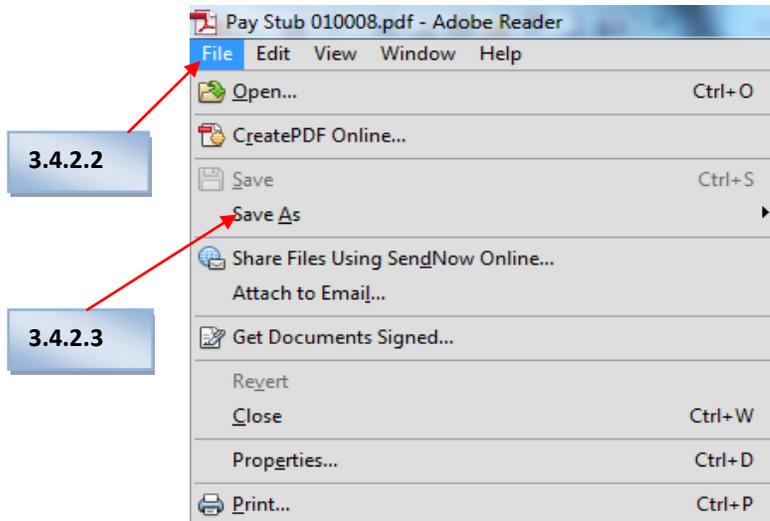
- 3.4.1.4. Select the location that you wish to save your E-Pay Stub.
- 3.4.1.5. For the **Save As type**, confirm your selection as Adobe PDF Files (.pdf)
- 3.4.1.6. Click the **“Save”** button.

### 3.4.2. Using other versions of Adobe Reader lower than version X.10.1.2

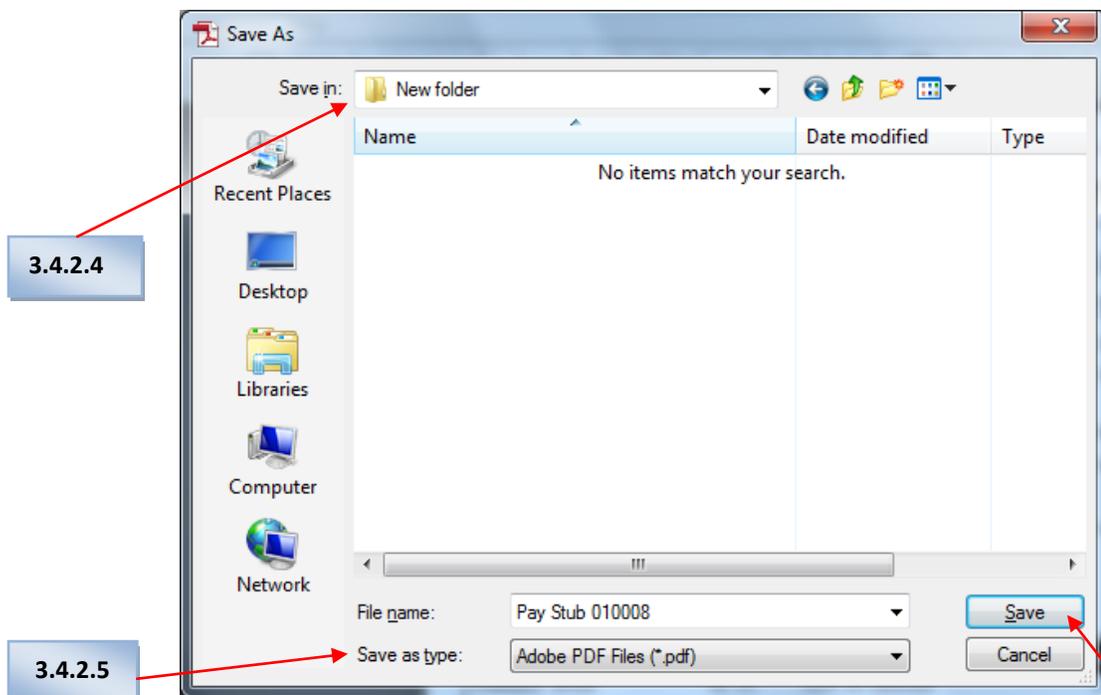
- 3.4.2.1. Select the pay stub as described in 3.2.1 above.



3.4.2.2. With the pay stub open, click on the **File** menu at the top of the page.



3.4.2.3. Click on the **“Save As”** option. This will open a dialog box to enable you specify the location on your computer to save the pay stub.



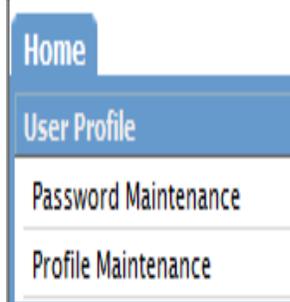
3.4.2.4. Next, select the location that you wish to save your E-Pay Stub.

3.4.2.5. For the **“Save as type”**, confirm your selection as Adobe PDF Files (.pdf)

3.4.2.6. Click the **“Save”** button.

## 4.0. USER PROFILE

This feature enables you to change your password through the **“Password Maintenance”** link. It also gives you access to the **“Profile Maintenance”** page where you can change your security questions and answers or save an email address or change an existing email address.



### 4.1. Password Maintenance (Change Password)

This feature will enable you to change your previously selected password.



**4.1.1.** Click on the link **“Password Maintenance”**. This will display the change password screen.



 A form titled 'User name' with the value 'mast8108'. Below it are two input fields: 'New password' and 'Verify password'. A red box labeled '4.1.2' has a red arrow pointing to the 'New password' field. Below the fields are 'Guidelines for creating your new password:' followed by three bullet points:
 

- Choose between 8 and 16 characters
- Use a combination of uppercase and lowercase letters, plus numbers
- Do not use special characters such as (, /, ), &, !, @ \*, %; etc.

 At the bottom, a red box labeled '4.1.3' has a red arrow pointing to a 'Change Password' button.

**4.1.2.** Type in your new password and verify the new password.

**4.1.3.** Click the **“Change Password”** button.

## 4.2. Profile Maintenance

This feature will enable you to make changes to your previously selected security questions and answers. You may change only one or both questions and/or answers. You can also type and save an email address in the provided field.



**4.2.1.** Click on the link **“Profile Maintenance”**. This will display the change profile screen.

 A screenshot of the CHRIS Profile Maintenance form. At the top, the CHRIS logo is displayed with the text "Columbus Human Resources Information System". The form contains the following fields:
 

- User name:** mast8108
- Security Question 1:** A dropdown menu with the selected option "What was the color of your first car?".
- Answer:** A text input field containing "Gray".
- Security Question 2:** A dropdown menu with the selected option "What is your favorite animal?".
- Answer:** A text input field containing "Dog".
- E-Mail Address (Optional):** A text input field containing "test@email.com".
- Agreement and Terms:** A section with a checked checkbox and the text "I accept the terms and conditions below:". Below this is a scrollable text area containing the following text: "By using this Web site, you agree to the following Terms as well as the Privacy Policy (link to Columbus.gov privacy policy page) . The Terms and Privacy Policy may change at any time, and such changes will be posted. It is your responsibility to review these Terms. By continuing to use this Web site, you consent to any changes to the".
- Change Profile:** A button at the bottom of the form.

 Red arrows point from blue boxes labeled "4.2.2", "4.2.3", and "4.2.4" to the Security Question 1 dropdown, the E-Mail Address field, and the Change Profile button, respectively.

**4.2.2.** Click on a security question to select it and type in the answer in the box. Repeat this for the second question if you wish to make changes.

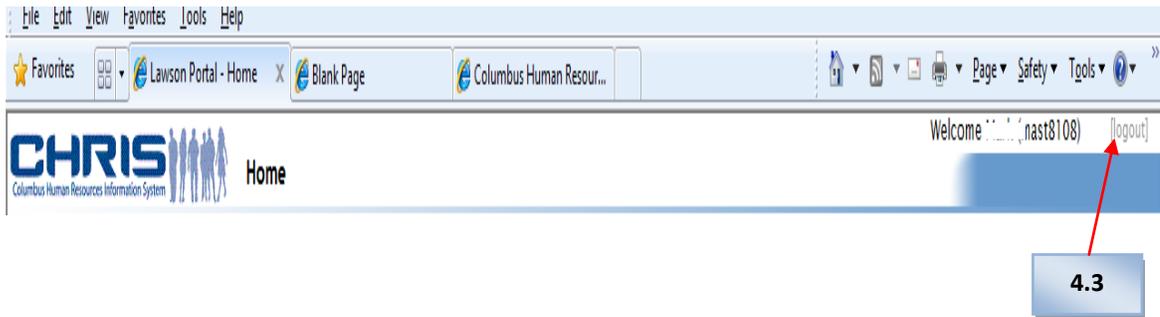
**4.2.3.** Type in an email address, if you wish to.

**4.2.4.** Click the **“Change Profile”** button to save your changes.

Note: The check box to accept the terms and conditions is automatically checked on this screen. Do not change it.

### 4.3. Logout

Click on the **“Logout”** link to end your session after you have completed viewing your pay stub information.



# **Support for When You Forget Your Password or Are Unable to Login**

## 5.0. SUPPORT FOR USER-RELATED ISSUES

The support information is available to assist you if you have difficulty with accessing or using the E-pay stub system. This could be due to forgotten username or password or any other general issue.

5.1.1

### 5.1. General Support Information

The general support information page will provide you with available options to address issues that you may encounter when using the E-Pay Stub System.

- 5.1.1. On the E-Pay Stub login page, click on the link “**Click here if you are unable to login**” to access the general support information page.



If you forget your user name or have difficulty with login, [click here to Contact Service Desk for Assistance.](#)

#### **Password Related Issues**

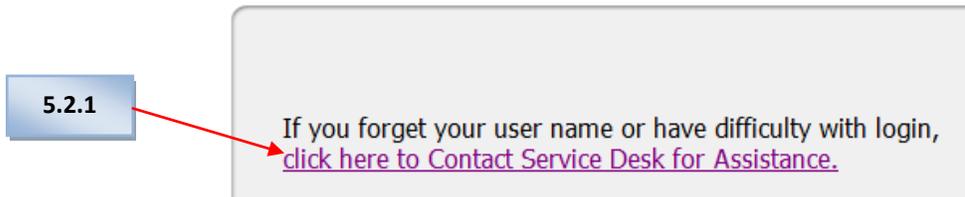
You may choose any of the options below if you forget your password:

- If you have already set up your user profile and have specified an email address, [click here to Reset Password by Email.](#)
- If you have already setup your user profile and have specified security questions, [click here to Reset Password by Answering Security Questions.](#)
- Click here to [Contact Service Desk](#) for direct assistance.

Click [here](#) to return to the login page.

## 5.2. Forgotten Username or Unable to Login

If you forget your username or are unable to login, you may call the Service Desk or send an email to the Service Desk to request for assistance. The contact information for the Service Desk can be assessed through the general support information page.



- 5.2.1.** Click on the link “**Contact Service Desk for Assistance**”. This will display the contact information for the Service Desk.



**Service Desk Contact Information**

- Call 614-645-5758 or just 5-5758 within the City (Service Desk Line).
- Monday through Friday, 7:00 a.m. to 5:00 p.m.

Email: [TechnologyHelpDesk@columbus.gov](mailto:TechnologyHelpDesk@columbus.gov)

Note: You will not be able to send email from kiosk computers.

Kiosk users, please contact your payroll officer for additional assistance.

Click [here](#) to return to the login page.

## 5.3. Password Reset

If you forget your password, you will be able to reset your password and get a new temporary password to access the E-pay Stub system. There are three options available for password reset.

Note: After you login with the new temporary password, you will be required to change the password to your preferred choice.

### 5.3.1. Reset Password by Email

This option will enable you to receive a new temporary password by email. The new password will be sent to the email address that you provided when you setup your profile.

Note: Only select this option if you have already provided an email address and if you will be able to access your email account from the computer at your current location.



If you forget your user name or have difficulty with login, [click here to Contact Service Desk for Assistance.](#)

### Password Related Issues

You may choose any of the options below if you forget your password:

5.3.1.1

- If you have already set up your user profile and have specified an email address, [click here to Reset Password by Email.](#)

- 5.3.1.1. Click on the link “Reset Password by Email” on the general support information page.



Please submit your user name below

User Name:

5.3.1.2

- 5.3.1.2. Type in your username in the blank field and click the “Submit” button.



Please submit your user name below

User Name:

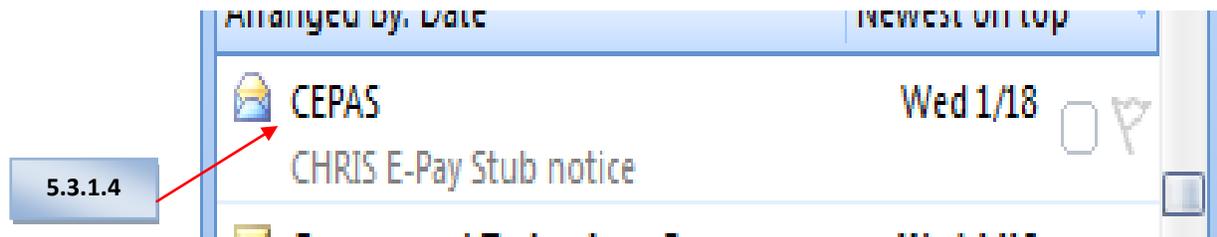
Please [confirm](#) if you want your temporary password to be sent to te\_\_\_\_t@email.com

5.3.1.3

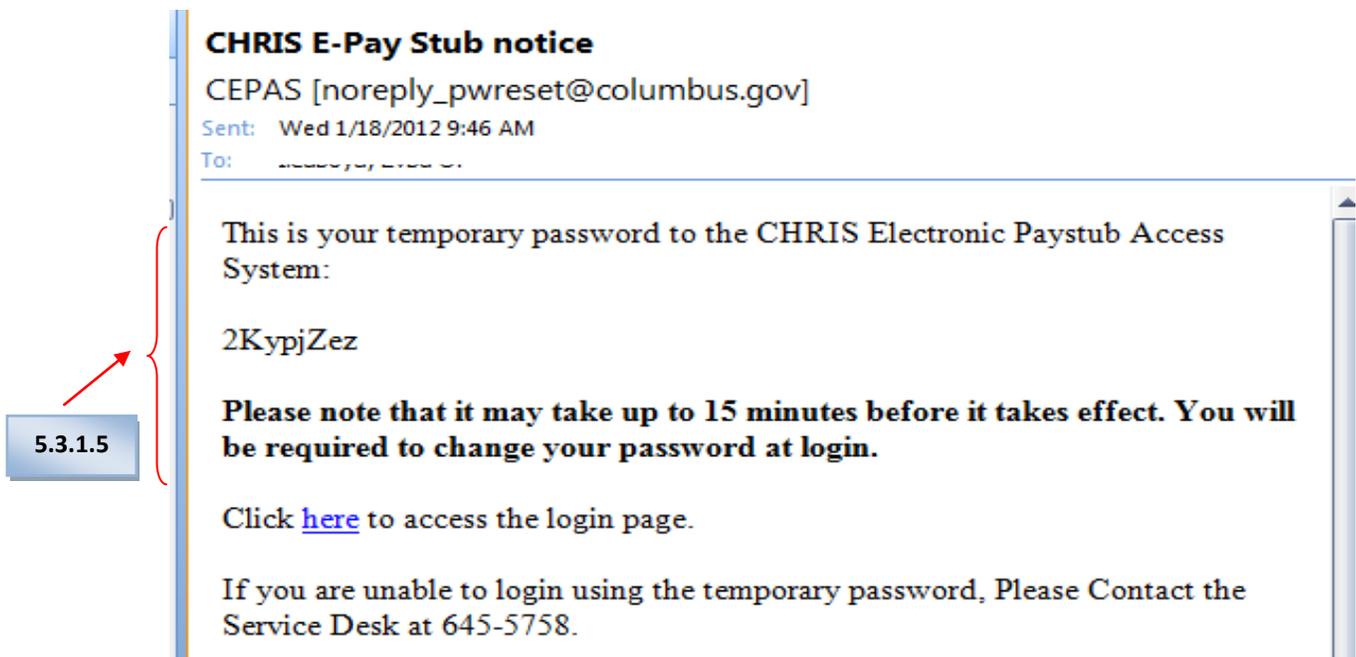
NOTE: You will be required to change the password at login.

- 5.3.1.3. Click on the **“Confirm”** link if you want your new temporary password to be sent to your email address. The system will display a confirmation message that your password has been reset.

Note: For security reasons, only partial characters of your email address will be displayed on the screen.



- 5.3.1.4. Access your email account and locate the email from the Sender “CEPAS” and the subject “CHRIS E-Pay Stub notice”.



- 5.3.1.5. Open the email and retrieve your new temporary password. Click on the link **“Login”** within the email message to access the login page. Then input your username and the temporary password to login.

### 5.3.2. Reset Password by Answering Security Questions

If you forget your password, you can choose to reset your password by answering the two security questions that you provided when you set up your profile.



If you forget your user name or have difficulty with login, [click here to Contact Service Desk for Assistance.](#)

#### Password Related Issues

You may choose any of the options below if you forget your password:

- If you have already set up your user profile and have specified an email address, [click here to Reset Password by Email.](#)
- If you have already setup your user profile and have specified security questions, [click here to Reset Password by Answering Security Questions.](#)

5.3.2.1

- 5.3.2.1. Click on the link “Reset Password by Answering Security Questions” on the general support information page.



Enter your user name:

Click [here](#) to return to the login page.

5.3.2.2

- 5.3.2.2. Type in your username in the blank field and click the “Request Your Security Questions” button.



Enter your user name: mast8108

Security Question 1: What was the color of your first car?

Answer:

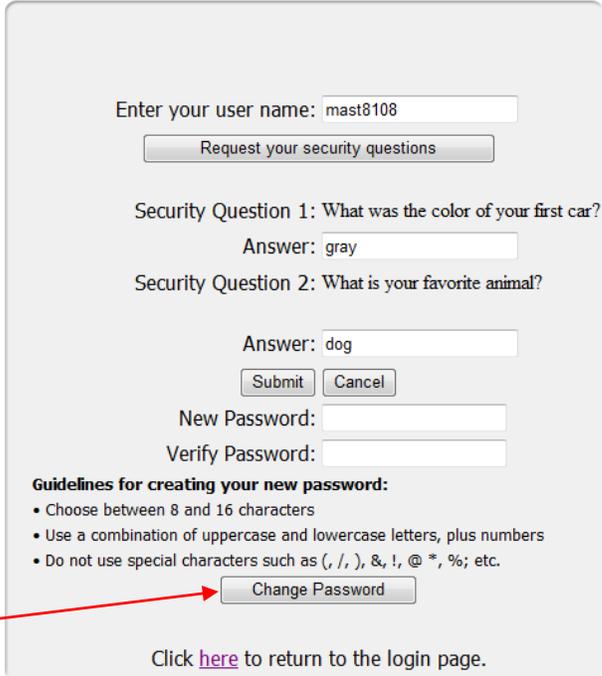
Security Question 2: What is your favorite animal?

Answer:

Click [here](#) to return to the login page.

5.3.2.3

- 5.3.2.3. Type in the correct answers that you provided to the security questions you selected when you setup your profile, then click the **“Submit”** button. The system will display fields for you to change your password.



**CHRIS**  
Columbus Human Resources Information System

Enter your user name:

Security Question 1: What was the color of your first car?  
Answer:

Security Question 2: What is your favorite animal?  
Answer:

New Password:

Verify Password:

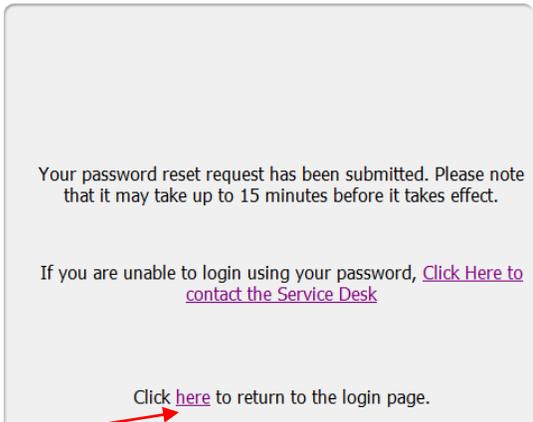
**Guidelines for creating your new password:**

- Choose between 8 and 16 characters
- Use a combination of uppercase and lowercase letters, plus numbers
- Do not use special characters such as ( , / , ) , & , ! , @ \* , % ; etc.

Click [here](#) to return to the login page.

5.3.2.4

- 5.3.2.4. Type in the new password and verify the new password. Click the **“Change Password”** button. The system will display a confirmation that your password has been changed.



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Your password reset request has been submitted. Please note that it may take up to 15 minutes before it takes effect.

If you are unable to login using your password, [Click Here to contact the Service Desk](#)

Click [here](#) to return to the login page.

5.3.2.5

- 5.3.2.5. Click on the link **“here”** to return to the login page. Then access the system by typing in your username and the new password you created.

### 5.3.3. Contact Service Desk to Reset Password

If you forget your password, you can contact the Service Desk to reset your password to a new temporary password.



If you forget your user name or have difficulty with login, [click here to Contact Service Desk for Assistance.](#)

#### Password Related Issues

You may choose any of the options below if you forget your password:

- If you have already set up your user profile and have specified an email address, [click here to Reset Password by Email.](#)
- If you have already setup your user profile and have specified security questions, [click here to Reset Password by Answering Security Questions.](#)
- Click here to [Contact Service Desk](#) for direct assistance.

5.3.3.1

- 5.3.3.1. Click on the link “**Contact Service Desk**” to access the contact information for the Service Desk.



#### You may contact the Service Desk to reset your password.

- Call 614-645-5758 or just 5-5758 within the City (Service Desk Line).
- Monday through Friday, 7:00 a.m. to 5:00 p.m.

You may choose any of the following options:

[Reset Password By Answering Security Questions](#)

or

[Reset Password by Email](#)

Click [here](#) to return to the login page.

# APPENDIX

## A. Agreement and Terms

By using this Web site, you agree to the following Terms as well as the Privacy Policy (link to Columbus.gov privacy policy page). The Terms and Privacy Policy may change at any time, and such changes will be posted. It is your responsibility to review these Terms. By continuing to use this Web site, you consent to any changes to the Terms and Privacy Policy.

**Use:** This Web site is intended for personal use as outlined in the FAQs (link to FAQs).

**Access:** You may not obtain, or attempt to obtain, access to any information not associated with your account. This includes obtaining or attempting to obtain login information or passwords required to access the information of other accounts. You may not use the login information of another person, unless they specifically authorized you to do so.

**Computer Requirements:** To use this Web site, you must have the hardware, software, and connectivity outlined in the FAQs (link to FAQs).

**Limitations:** You are responsible for protecting the information associated with your account beyond the controls in place to safeguard its presentation on this Web site.

**Unauthorized activity:** You may not intentionally provide any false information for any purpose associated with use of this Web site. You may not use this Web site in any manner that could impact any City of Columbus Information System. Unauthorized activity is further described in applicable statutes and subject to enforcement accordingly.

## B. Frequently Asked Questions (FAQ)

### 1. Who will have access to E-Pay Stub?

All active City of Columbus employees. It will not be accessible to retired or separated employees

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### 2. When will E-Pay Stub be made available to employees?

E-Pay Stub will be available January 2012. Employees will receive needed information prior to site go-live.

---

### 3. Where will employees be able to access on-line pay stub information?

E-Pay Stub will be available via the Internet and therefore accessible from any PC with Internet access, i.e. home, library, etc.

---

### 4. Who is going to give me my User ID and password?

Employees will be provided with the site address, User ID and password via a letter distributed with their paper pay stub in January 2012.

---

### 5. When will employees receive their User IDs and Passwords to access on-line pay stubs?

All active City of Columbus employees will receive their User IDs and Passwords in January 2012

---

### 6. What if I do not receive my User ID and Password?

Employees should contact their payroll clerk

---

### 7. What if I am unable to log in?

Employees should contact the DoT Service Desk on x5-5758 with any issues

---

### 8. What information will be accessible?

E-Pay Stub will contain same data as current paper stubs

---

### 9. What functionality will be available through the on-line pay stub site?

Employees will be able to view, print and save pay stub information. Employees will be responsible to secure their saved or printed pay stubs.

---

### 10. When will updated pay stub information be available for the current pay cycle?

By 10am on Thursday of the pay week

---

**11. What historical pay stub information will be available through the on-line pay stub site?**

Pay stub information will be available back to the first pay cycle in January 2011

---

**12. Will employees receiving paper checks have access to E-Pay Stub?**

Yes, all active City of Columbus employees will have access to their E-Pay Stub including those receiving paper checks

---

**13. Will employees continue to receive paper pay stubs in addition to having access to on-line pay stubs?**

No, employees receiving direct deposit will receive paper stubs with January 2012 pay cycles only. Beginning February 2012, direct deposit employees will no longer receive paper pay stubs. Employees receiving paper checks will continue to receive paper checks.

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**14. All employees do not have internet access. How will they access E-Pay Stub?**

Kiosks designated for on-line pay stubs will be placed at various locations across city work sites enabling employees to access their on-line pay stubs

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**15. Will employees be able to print pay stubs from the Kiosk?**

Yes, all Kiosk PC's will have access to a printer

---

**16. Do employees need to enroll to access on-line pay stubs?**

No, all active City of Columbus employees will be automatically enrolled

---

**17. How do I log in to access on-line pay stubs?**

All active City of Columbus employees will receive their User IDs and Passwords in January 2012. These will be used to log into their account on the website

---

**18. What is my password?**

Initial password will be employee's date of birth in the format of Mmmddyyyy which is the 3 letter abbreviation for the Month with the first letter capitalized, 2 digit day, and a 4 digit year. For example, an employee with birthday May 3, 1968 would enter "May031968".

Employees will be prompted to change their password with first log in. Passwords will need to be between 8 – 16 characters in length and should not be one that can be easily guessed by others. The password must contain at least one uppercase letter, one lowercase letter and one number.

Be creative by randomly mixing numbers with upper and lower case letters. This will increase the security of your account.

---

**19. How often will I need to change my password?**

The option to prompt employees for periodic password resets is not available through the application at this time. Therefore, employees will be responsible for periodic password changes. Employees can perform password changes on the E-Pay Stub site. Frequent password changes are recommended to increase the security of your account.

---

**20. What if I forget my password?**

Employees will have three options to reset passwords:

1. Receive a temporary system generated password by email, if an email address was provided when creating a user profile.
2. Receive a temporary password by correctly answering the security questions that were provided when creating a user profile.
3. Contact the Service Desk

---

**21. How will the Service Desk know User IDs and passwords?**

The Service Desk will only have access to User ID and user profile information. Once an employee logs in and changes his/her password, the Service Desk will not have access to the new password. If an employee forgets his/her password and needs assistance with logging in, the Service Desk will assist with password reset after the employee correctly answers his/her security questions. The Service Desk will not have direct access to an employee's pay stub information

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**22. Is the site secure?**

Yes, the site follows current City of Columbus internet security guidelines

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**23. Are there any browser restrictions?**

Yes, employees will need to use Internet Explorer 7.0 or greater. Other browsers e.g. Chrome, Firefox, Opera, Netscape, etc. may not facilitate access

---

**24. Where can I find more information?**

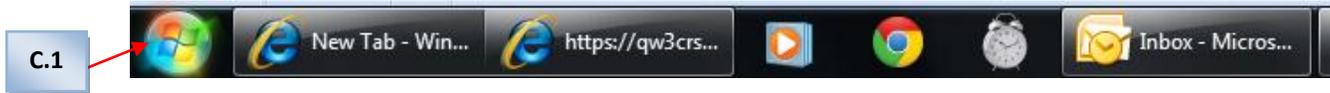
More information can be found on the CHRIS intranet site: <http://hr.columbus.gov/chris/default.aspx>

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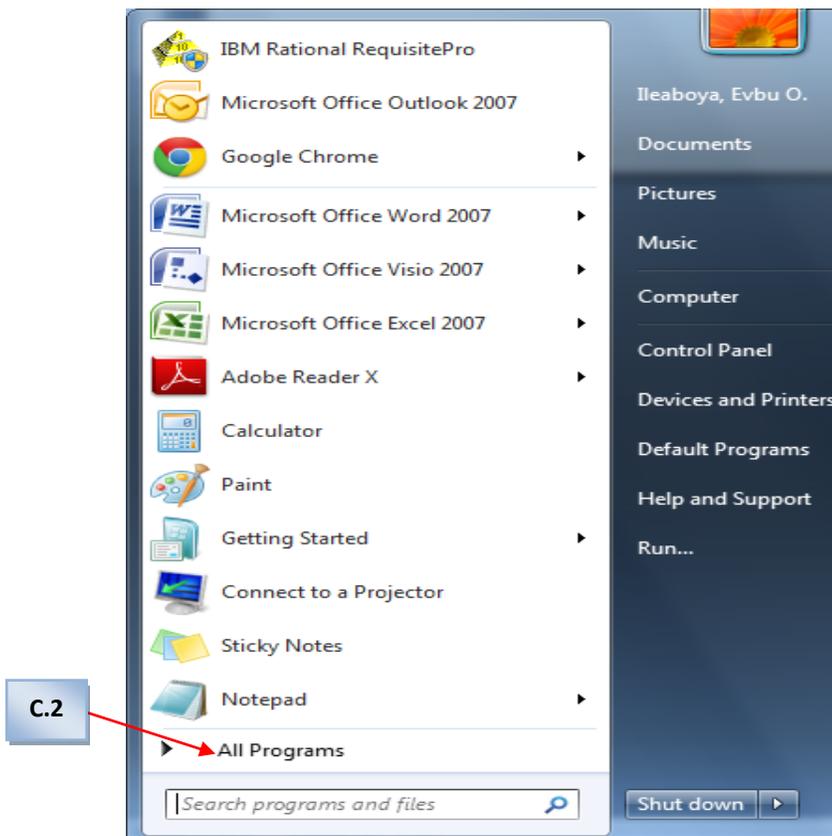
### C. Check the Version of Adobe Acrobat Reader on Your Computer

The following steps will show you how to check the version of Adobe Acrobat Reader installed on your computer.

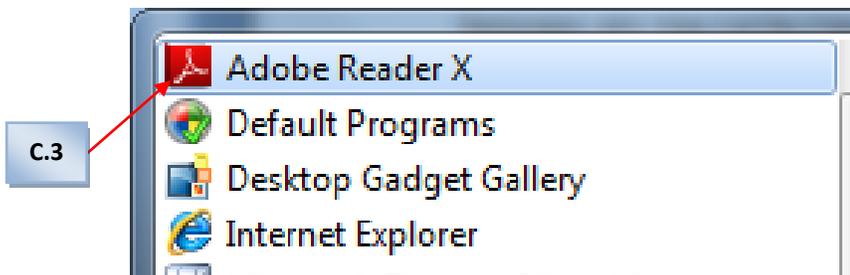
1. Click on the Windows logo at the bottom left corner of your screen. . This will open a short view of programs installed on your computer.



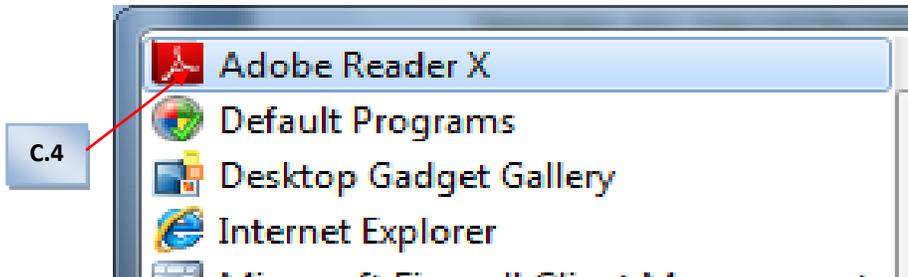
2. Click on the link "All Programs". This will display the list of programs that are installed on your computer.



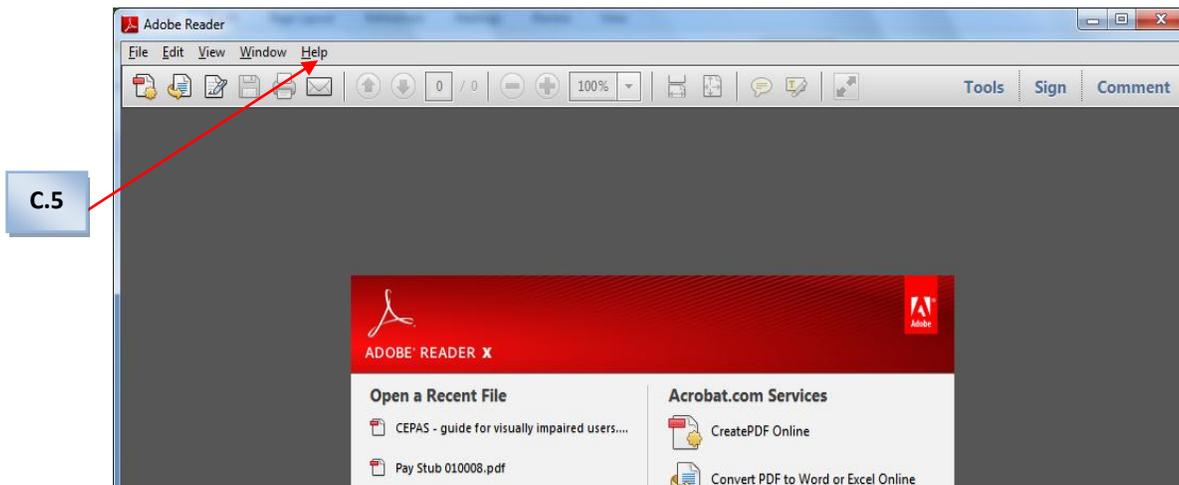
3. Search through the list to locate the program that contains the words **Adobe Reader** with the logo . When you find it move your computer mouse over it to highlight it.



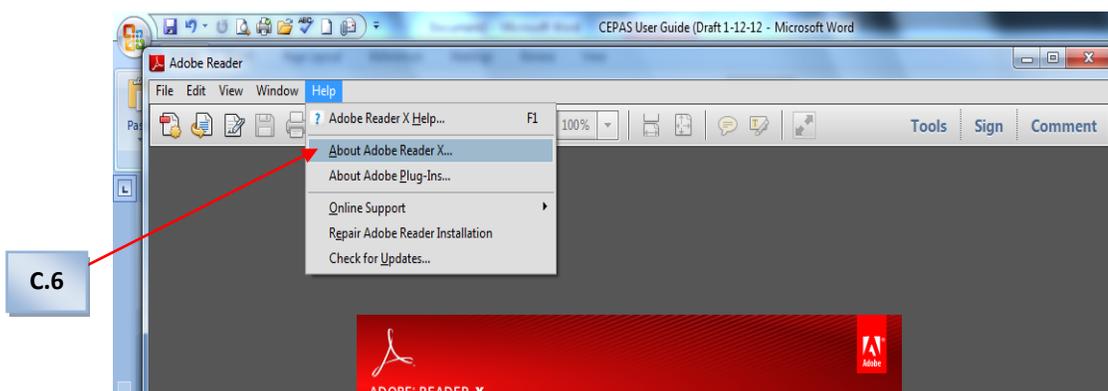
- With your computer mouse over the **Adobe Reader** link, click on it to open the program.



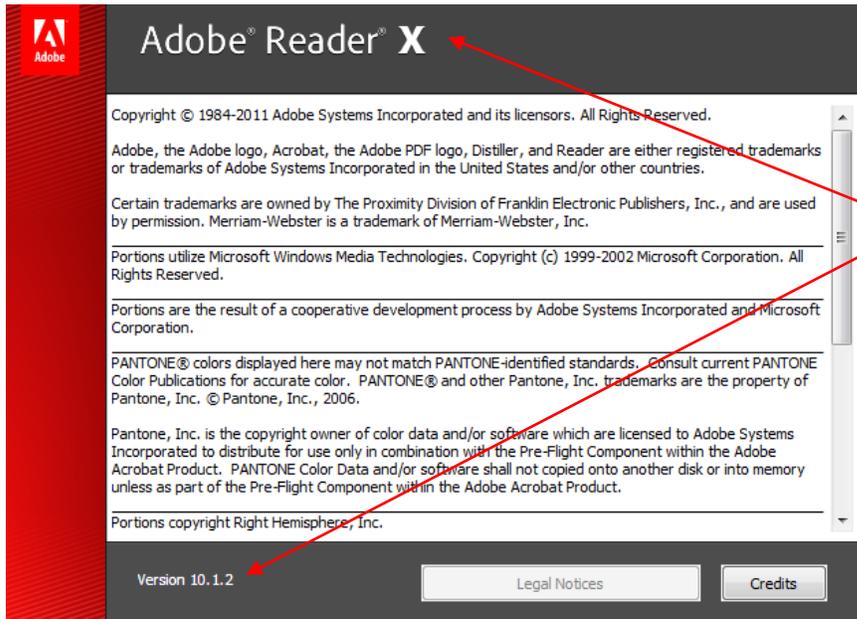
- With the program open, click on the **"Help"** link at the top of the screen.



- Move your mouse to the link that contains the words **"About Adobe Reader..."** and click on it.



- Locate the version of **Adobe Reader** on the open page on your screen.



**C.7. This shows the version of the Adobe Reader.**

**Note: The version will vary on different computers.**